Welcome to CraigCare Pascoe Vale

A place that feels like home, with care that feels like family.

Everyone's care journey is different, and at CraigCare Pascoe Vale, we're here to support yours - every step of the way.

We offer a range of aged care services to suit a variety of needs, from low to high care and everything in between.

CraigCare
LOCAL | CARE | COMMUNITY

CraigCare Pascoe Vale
1A Virginia St,
Pascoe Vale VIC 3044

Phone: 1300 075 281

Email: enquiries@craigcare.com.au

craigcare.com.au

Permanent Care | Short-Term Respite | Palliative Care

Your life, your way - every day

At CraigCare Pascoe Vale, we truly value each person for who they are. It's all about the individual – the whole person.

We take the time to understand their life story, their culture, their beliefs, and what matters most to them. Everyone comes to us with a rich history, shaped by community, home, and years of experience. And we honour that. By really seeing and knowing each person, we can support them to keep doing the things they love and live with purpose.

That's what quality of life means to us – helping each person continue to live a life that feels full and meaningful.

Wellbeing is at the heart of everything we do

Our **Wellness Program,** led by allied health professionals, helps residents stay active, social and independent – whether through gentle fitness classes, group catch-ups or one-on-one support. Many enjoy:

- Improved mobility and confidence;
- A stronger sense of independence; and
- Friendships formed through shared experiences.

Here's just a few of our residents' stories that shows how our program boosts health and social connections - helping residents to live their best lives every day.

June Regains Confidence, One Step at a Time

As June's osteoarthritis worsened, she began relying on a standing machine for mobility. With the encouragement of our Allied Health team, June started an exercise program in the Wellness Centre, focusing on easing her knee pain and building strength in her legs.

Through consistent practice and determination, June has made remarkable progress. She can now proudly perform step transfers with assistance—a milestone that has restored her confidence and independence in daily life. Her journey is a shining example of how persistence, supportive care, and the right equipment can help residents maintain mobility, ease pain, and continue enjoying life to the fullest.

Joan's Path to Wellness

Joan joined the Wellness Program to manage chronic knee pain that was affecting her balance and strength. Since joining the program, she has shown impressive improvement in her mobility, strength, and confidence. Joan now enjoys daily activities with renewed ease and enthusiasm.

Features of *our home*

Our residents have access to all the features, services and amenities in our home.

- 24/7 Registered nurses
- In-house dietitian
- Social worker support
- Meals cooked fresh daily onsite
- Tailored 1:1 therapy
- Spiritual support therapy
- Accessible courtyards
- Expansive garden paths
- Private dining & function room
- Lifestyle program 7 days a week
- Group exercise classes
- Library
- Hair salon and beauty services
- Daily housekeeping
- Visiting pets welcome

Elevate your everyday with our *Concierge Service*

Our home's Concierge is that special someone who will help your loved one feel warmly welcomed into our home and part of our community quickly.

They will assist your loved one in settling in and also help them make social connections quickly and meaningfully with like-minded residents. Our Concierge spends quality one-on-one time with your loved one, enjoying each other's friendship.

Our Concierge services also include daily walks, assistance with booking medical appointments and transport, and scheduling hair and beauty appointments. Residents and their families can count on our Concierge when celebration dinners need to be arranged, FaceTime calls need to be made, birthday cards written to grandchildren, and so on. Our Concierge service is available on weekdays.

Please note: some services and activities incur an additional charge

Personalised Memory Support

Our **Memory Support** area of the home offers specialised, compassionate care for residents living with dementia. With just 16 rooms, it's a close-knit, supportive environment with dedicated staff and secure garden access – designed to feel safe, calm and familiar.

A look inside *your* home

CraigCare
Pascoe Vale

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Applettiser

What *your room* could look like

Our home offers 140 private rooms, each with an ensuite.

Most of our bedrooms have garden views.

Voices of *Trust*

caring & friendly

We, as a family, are very happy with the care being given to our mother. The nursing staff and carers are all very caring and friendly, and we are always updated with any concerns relating to Mum's health.

exceptional care & support

I want to thank everyone at CraigCare Pascoe Vale for the exceptional care and support you showed our father during his stay. We especially would like to thank staff for their patience and understanding with Dad as well as the exceptional warmth offered to Mum and the rest of us family members. It's a hard thing to give up your father to be cared for by others but you quickly earned our confidence and trust that Dad was in excellent hands.

mother's day breakfast

I would like to say a big thank you to Chef and the staff for providing us with a wonderful Mother's Day breakfast. Even as I was approaching the dining room my nostrils began twitching as I inhaled the aromas emanating from the kitchen. And when I entered the dining room and caught sight of the beautiful spread my senses reeled and my eyes popped from their sockets. This was the nicest way to start a bright and beautiful Mother's Day.

staff are friendly

I am very happy I selected CraigCare Pascoe Vale for my husband. Every time I come to the home the staff are friendly and always smile. I am also happy lifestyle staff invite and encourage my husband to participate in daily acitivites.

Helping *you* settle in as quickly as possible

All residents have access to a **social worker** who is just one part of our clinical and allied health team. They provide emotional and practical support, help families navigate the transition into care, and along with our whole team help connect residents with the right resources to enhance wellbeing, quickly.

At CraigCare Pascoe Vale, we don't just provide care – we nurture friendships, share smiles, and create a place where you truly belong. Here, you're family, and every moment matters.

Person-centred care, the CraigCare way.

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